

ABSTRACT

A diagnostic service system includes a networked electronic device that can self-determine a need for technical support, initiate communication with a technical support system, and provide information corresponding to the need
5 for technical support to the technical support system. The technical support system receives the information and compares the information with an information database to determine a solution, or solutions, for the electronic device in accordance with the received information. The electronic device receives the solution, or solutions, from the technical support system and
10 implements the solutions to resolve the need for technical support in the electronic device, or renders instructions for user interaction with the electronic device to implement the solution.